

# Patient Handbook

t: 01 806 5300  
[bonsecours.ie/dublin](http://bonsecours.ie/dublin)



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by Joint Commission International



BON SECOURS HOSPITAL DUBLIN  
Advanced Medicine Exceptional Care



BON SECOURS  
HOSPITAL



# Welcome



It is our pleasure to welcome you to Bon Secours Hospital Dublin and thank you for allowing us to take care of you. Our aim is to provide you with the highest quality of care and service provision to meet your healthcare needs in keeping with the Bon Secours mission to provide 'good help to those in need'.

It is important that you understand all aspects of your care. We have prepared this booklet to provide you with some useful and practical information prior and during your visit to our hospital. Our goal is to provide you with quality care and we will do all that we can to make you welcome and make your time with us as pleasant and comfortable as possible. If you have any questions, please feel free to ask a member of our team, your consultant, or your nurse, who will be happy to assist you. If you are in an inpatient room, you can also contact reception by dialling 5501 from the bedside phone.

Please note that Bon Secours Hospital Dublin is a smoke, tobacco and e-cigarette free campus.

Many thanks again for choosing Bon Secours Hospital Dublin.

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# Introduction

Established in 1951, Bon Secours Hospital Dublin is a private, elective acute-care facility widely renowned for the quality of our service provision. We are part of Ireland's largest Independent Hospital Group, Bon Secours Health System, which includes hospitals in Cork, Dublin, Galway, Limerick, Tralee, a Care Village in Cork and a Consultants Clinic in Cavan. In 2019, the System merged with the US Hospital Group Bon Secours Mercy Health to enhance patient care, to share best practice and expertise and to continue to deliver Advanced Medicine and Exceptional Care to patients and communities across Ireland. Bon Secours Health System is a not-for-profit organisation.

The Hospital has 170 beds (inpatient, surgical, medical and oncology day beds), 4 major and 3 minor theatres, 4 endoscopy procedure rooms, a cardiac cath lab and a comprehensive range of ancillary diagnostic treatment and support services. Every year, we care for almost 90,000 patients whose care is provided by a team of over 700 staff including nursing, allied health professionals, administration and support colleagues and a team of more than 200 consultants.

Our hospital is renowned for the quality of medical service provision and combines the latest medical technologies and approaches with traditional values, compassion, and personalised medical care. We were the first hospital in Ireland to receive international accreditation by JCI (Joint Commission International) in 2002 and the first private hospital to achieve JAG (Joint Advisory Group) accreditation of our endoscopy Unit in 2016, and we have been reaccredited since. We are also a teaching hospital of the Royal College of Surgeons and Dublin City University nursing programme and these students may form part of your care.

# Our Mission

Founded by the Sisters of Bon Secours, our hospitals have as their mission, care for the sick, the dying and their families within a Catholic Ethos. We recognise the dignity and uniqueness of each person, seeking to provide high quality, holistic care which is characterised by compassion, respect, justice and hope.



# Our Values

Five core values guide our day-to-day behaviours, our decisions, our actions, and our relationships with our patients and with each other. They underpin our culture, preserve what is special about us, and provide us with a compass to help us make important decisions.

**Human Dignity:** We commit to uphold the sacredness of life and to be respectful and inclusive of everyone.

**Integrity:** We commit to act ethically and to model right relationships in all of our individual and organisational encounters.

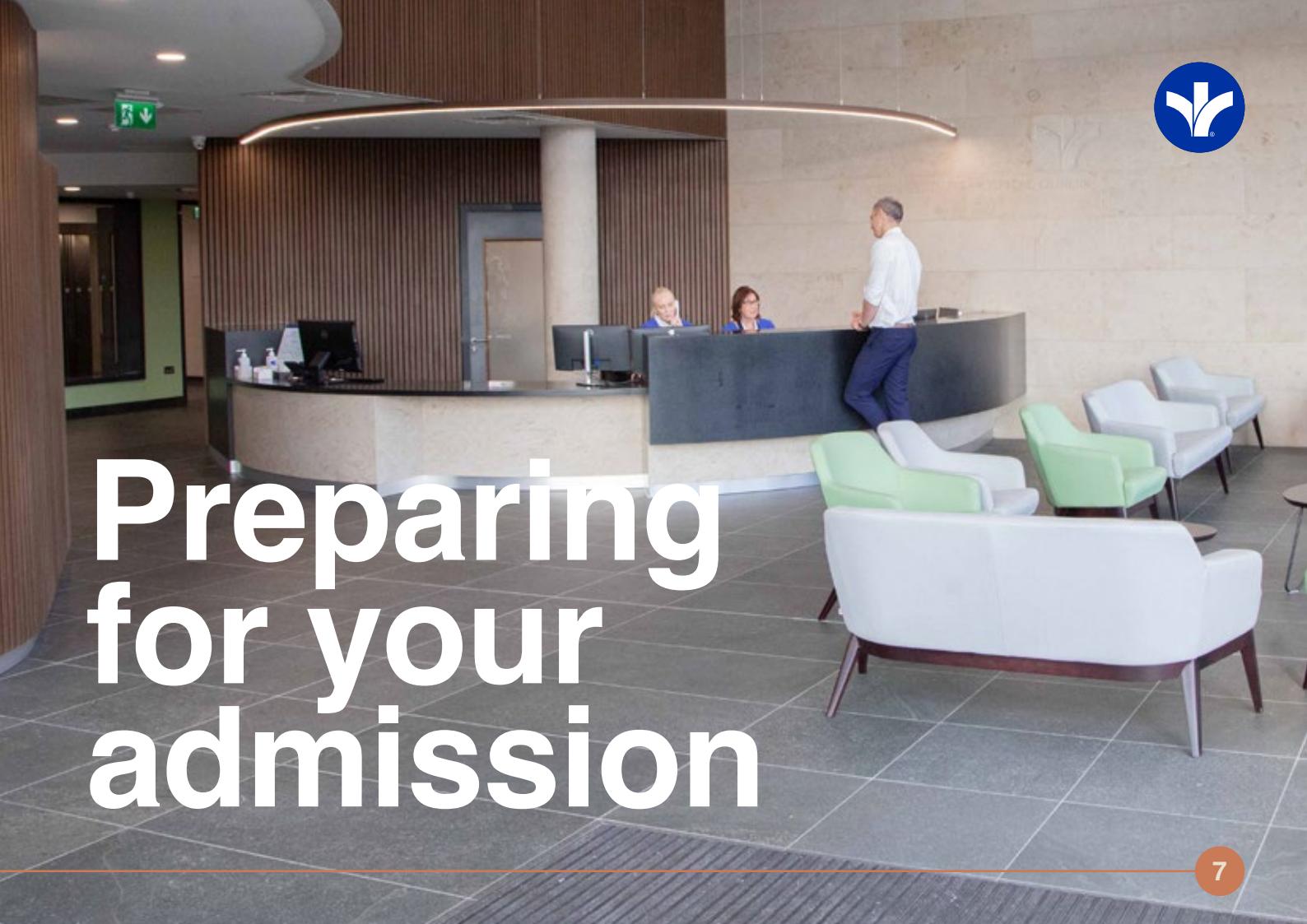
**Compassion:** We commit to accompany those we serve with mercy and tenderness, recognising that “being with” is as important as “doing for.”

**Stewardship:** We commit to promote the responsible use of all human and financial resources, including Earth itself.

**Service:** We commit to provide the highest quality in every dimension of our ministry.



# Preparing for your admission



# Preparing for your admission

## Accommodation

Depending upon your insurance policy or in response to special needs, you will be accommodated in either a private or semi-private room. If you require accommodation which is not covered by your insurance, this may be facilitated following discussion with our accounts department.

Due to the demands of providing best medical and nursing care to all patients, occasionally it may be necessary to transfer patients from one part of a ward to another or perhaps to other wards. While every effort will be made to keep movement of patients to a minimum, we would be grateful for your co-operation should you be requested to move.

## Discharge Planning – Convalescent Care

Please check with your consultant if you are considering convalescence to ensure he / she recommends this for your recovery. If you require convalescent care, this should be arranged by you / your family before your admission particularly in the case of joint or other surgeries where the estimated discharge date is known. For medical patients, information about convalescence is available on all wards. The discharge planner / social worker is available to assist and support the process if required.

If you have private medical insurance, your insurer may pay towards the cost of convalescent care in an approved care facility after a stay in hospital. You should check directly with your insurance company to confirm what may be covered and deal directly with the convalescent care provider.

## Fasting

It is important that you follow all instructions re fasting given to you by your consultant / pre assessment nurse. The usual protocol is that you will need to fast from food for 6 hours prior to your admission. You can drink only water up to 2 hours before admission but not after.



## **Financial Information**

Before your admission date and/or attendance at the preadmission clinic, please ring your insurance provider to ensure your coverage and to clarify if you have any excesses or shortfalls associated with your policy. Your consultant will have given you a procedure code which you will need to give to your insurance company. Should you have any shortfalls, please contact Credit Control on 01 806 5305 who will clarify the amount of the shortfall and also to arrange payment.

Payment of all shortfalls and self-financing fee will need to be made in full prior to admission. These can be made over the phone by cash, card or cheque or via our on-line payment facility which uses SSL encryption [www.bonsecours.ie/payonline](http://www.bonsecours.ie/payonline) and select Bon Secours Dublin.

Certain medical costs are tax deductible. Please contact your tax office for details or check the revenue website - [www.revenue.ie](http://www.revenue.ie)

If you have any queries re costs, please contact the Credit Control Department at 01 806 5305

## **Medication**

You are required to bring all your medication to hospital with you and in their original containers. In addition to the actual medication, please bring a list with you. The list should include all prescription medication, vitamins or other food supplements, complementary medicines, nicotine replacement and herbal remedies you may be taking. Your local pharmacy will be able to help you with this. Please also ensure that the pharmacy notes the medication, brand, dose and frequency to ensure continuity of the correct medication during your stay. Prior to certain procedures it may be necessary to discontinue some medications (e.g. warfarin etc.) for a period of time. Please inform your consultant if you are taking HRT, or the contraceptive pill, and follow the advice on all medications provided by your consultant. If you are unsure of anything, please contact your consultant directly.

## Patient Safety

There are certain things that you as a patient can do in order to further reduce the risk of infection and help our team stop the spread of infection:

- Hand hygiene is the most effective method of preventing the spread of infection. Please use the hand hygiene facilities available in your ward and throughout the hospital.
- Shower the night before or on the morning of surgery.
- If you know you have a transmissible infection for example VRE or MRSA, please inform your consultant, the nursing team in pre-assessment and in the ward on admission. This will not affect your admission or your procedure but will allow the hospital to put any necessary measure in place both for your own protection and that of other patients.
- If you have vomiting or diarrhoea within 48 hours of your planned admission, please do not come into hospital. Please ring your consultant's secretary to reorganise your admission date.
- Please inform nursing / medical staff immediately if you feel unwell with vomiting, diarrhoea, rashes or flu like symptoms etc. at time of admission or throughout your stay.
- Please inform your nursing/medical staff if you have been in contact with anyone with COVID-19 in the last 14 days.



# Your check list for admission



# Check List - What to bring and not to bring with you

## What to bring

### Essential Clothing and Personal Care

- Comfortable shoes such as closed-back slippers or trainers (not heeled shoes or flip flops).
- Loose fitting nightwear and a dressing gown.
- Loose fitting clothes to wear during the day while you are in hospital. Patients are encouraged to dress in day clothes to promote wellbeing, and increase mobilisation while in hospital.
- Toiletries including toothbrush, toothpaste, shaving and washing items etc.

### Medicines and Medical Aids

- Any walking aids you might currently use.
- All medications you currently take including prescription, over the counter and herbal medicines, inhalers, sprays, patches, injections, drops, creams etc.
- A complete list of your medications from your GP or Pharmacy.
- Any glasses, hearing aids, contact lenses and dentures you currently use.
- CPAP machine if you have sleep apnoea.

### Other

- Photographic ID (such as passport, driver's licence or Public Services Card).
- Health Insurance details including plan and policy number.
- Contact details for a contact person.
- There is no ATM in the hospital however credit card facilities are available at all points of sale across the hospital or you may wish to bring a small amount of cash with you.
- Mobile phone charger.
- House Keys.
- Reading material.

## What not to bring

- Valuables including jewellery or large amounts of money. The hospital cannot take responsibility for any valuables that go missing.
- Large suitcases and bags – storage space for these and for belongings are limited.



# Day of Admission to the Hospital

## Car Parking, Public Transport and EV Charging Points

Where possible, you should try to arrange for a relative or friend to bring you to and from the hospital. There is a set down area at the entrance to the hospital.

Car parking is available and payable at Pay and Display machines located at various points throughout the hospital car park. It is also possible to pay via Parkingtag.ie. Charges apply of €3 per hour or €15 for a 24hr period. A number of disabled car parking spaces are available however a valid disabled vehicle permit must be displayed.

The hospital is served by 3 buses. The number 83 bus comes from Dublin City Centre and passes just in front of the hospital. The number 9 and number 4 buses which pass via Mobhi Road, a few minutes' walk from the hospital.

There are two 75 KW EV Charging points located in the patient car park on the right as you drive up the avenue.

## Admission Process

When you arrive at the hospital, please go to reception and you will be directed to the Admissions Department to complete your registration. The admission department is located on floor 0. Please take the lift to floor 0, exit the lift, turn right and the admission department is through the orange door.

As part of the admission process, we will ask you personal questions such as your name as it appears on your birth certificate or marriage certificate. People often have "known as names", abbreviated names or even nicknames, but for safety we ask that all patients are registered as their name appears on their birth or marriage certificate. You will also be asked for details of a contact person and the details of your health insurance policy.

Bon Secours Health System understands that your privacy is important and that you care about how your personal data is used. We will only collect and use personal data in a manner that is consistent with our obligations and your rights under the EU General Data Protection Regulation. To view our full Data Protection and Privacy Statement, and to learn more about your privacy rights, please visit our website [www.bonsecours.ie](http://www.bonsecours.ie)

You will also be asked to identify a 'Nominated Person'. A nominated person is someone that you give the hospital authority to share information relating to you with. It is also someone who can assist you in making your views known to us. A nominated person can be a family member or another person who has an interest in your welfare. We encourage you and your family to ask questions and ensure that you are fully informed and aware of the risks, benefits, complications, and alternatives associated with your proposed plan of care.

You will also be asked at admission if you would like to take part in our Patient Experience survey. If you agree, your consent will be recorded. You can partake if you have an email address or a mobile that links to the internet. Your contact email address or mobile number will then be logged on our database. You will receive the survey link via email or text message from our partners Cemplicity two weeks after your discharge from the hospital. If you haven't supplied an email address but supplied your mobile phone number, you will receive a message with a link to access the survey.

### **Admission**

Once you have completed the admission process, you will be issued with an identity wrist band with your unique Medical Record Number (MRN). You must wear this band at all times up to your discharge.

You will be accompanied to your room if you are an inpatient or directed to DOSA (Day of Surgery Admission) department if you are having a procedure on the day. DOSA is on the 1st floor, directly above the admissions department.



# Your hospital stay



# Your Hospital Stay

## Care – Your participation

Your admission has been arranged because your consultant feels that Bon Secours Hospital Dublin can meet your care needs. You have the right to be fully involved in your care and treatment. We recognise that you are central to the care process and your participation will be supported and promoted if you so wish. If you would like your family to participate in your care, this will also be respected.

## Your Care Team

Whilst in the hospital you will be under the care of your primary consultant with the support of the Clinical Nurse Manager and nursing team on the ward. Expect staff to introduce themselves when they enter your room and look for their identification badges. Your care team will check and recheck your name and MRN on your wrist band with you prior to any procedure or treatment.

If your identity wristband comes off, please ask to be issued with a new one.

Repeated requests for personal information are part of our safety programme and your assistance is appreciated. You may request the presence of a chaperone during certain examinations. Your request will be facilitated as required.

**To help you to recognise your care team, you may wish to reference the following:**



Clinical Nurse Manager / Specialist



Nurse



Healthcare Assistant



Patient  
Assistant



Student  
Nurse



Dietitian



Cardiac Physiologist  
/ Radiographer



Phlebotomist



Catering  
Assistant

## Chaplaincy / Pastoral Care

The Pastoral Care Team is made up of Healthcare Chaplains who are committed to providing emotional and spiritual support, listening in confidence and without judgement, in a way that helps you experience hope and comfort. Healthcare Chaplains are accredited professionals and are bound by a Code of Ethics and by Standards of Professional Conduct. The team is available to you, your family and loved ones whether you have a particular belief or affiliation. The team will always respect everyone as they meet them and your right to accept or decline pastoral care.

Church of Ireland, Methodist and Presbyterian Ministers also visit the Hospital. They can be contacted via the Pastoral Care Team or the ward staff. Other spiritual leaders can be contacted to visit on request.

Feel free to speak with the team when they are on your ward or ask a member of your care team to request them to visit you.

## Chapel

The Chapel is located on the ground floor and is open 24 hours a day. Everyone is welcome. All services are transmitted from the Chapel to Patients' Rooms on TV Channel 13. Mass is transmitted at 11 am each day. Further details of services are posted on the notice board outside the Chapel.

## Catering and Mealtimes

At Bon Secours Hospital Dublin we recognise the importance of good food in aiding recovery from surgery and illness. Our award-winning restaurant and catering service has been recognised for its outstanding achievement in food quality and service and is a regular recipient of the annual CAP awards for its catering provision.

### Inpatient Catering

Each day, you will receive a menu card so you can choose what meals you would like the following day. Our experienced catering and dietetic teams have created a varied menu to cater for your nutritional needs. Please make your nurse or doctor aware of any food allergies, intolerances, or special dietary requirements you may have. Our dietitians are available to advise on therapeutic diets during your stay.

Allergens are included on the menu cards and we would ask that you please review these before ordering your meals or ask a member of staff if you have any queries.

### Mealtimes

• Breakfast	7.30am
• Lunch	12.00 mid-day
• Evening tea	4.45pm
• Night tea	8pm

### Restaurant

The hospital restaurant is located on the Ground Floor. The restaurant provides a delicious daily menu, details of which are posted around the hospital and at the entrance to the restaurant. The menu includes a variety of home produce with the emphasis on quality, nutrition, individual needs, variety and value for money. All our menus change regularly and we often have menu themed days i.e French cuisine, Italian dishes or Chinese etc.

### Opening Hours

• Monday to Friday:	7.30am – 6.30pm
• Saturday:	9.30am – 3.30pm
• Sunday & Public Holiday	9.30am – 3.30pm



## Coffee Shop – Café 51

Located in the hospital reception area, Café 51 is open from 7am – 8pm Monday to Friday and most Saturdays. Our barista team are on hand to make your favourite coffee and during the summer period, iced coffees and Frappés. The shop also sells magazines, newspaper, toiletries and chocolate.

## Consent - General / Implied

Bon Secours Hospital Dublin is an elective organisation and when a patient attends the hospital, he/she is automatically deemed to give his/her implied consent for treatment. All inpatient and day case patients are required to sign a general consent form on admission.

A procedural consent is obtained for all operations, procedures and specific treatments such as chemotherapy, blood transfusions, infusions, lumbar puncture, and pleural tap. There is also a separate consent process for patients undergoing sedation and anaesthesia.

Information regarding this is available from your consultant and is also available on the wards. If your treatment is being conducted as part of a hospital clinical trial, consent will be obtained by the trial investigators.

You can expect that each intervention proposed will be explained to you by your consultant or by a member of your health care team. If you wish to withdraw your consent to any intervention, please inform your consultant or attending nurse and your wishes will be respected. It is the policy of the Hospital to uphold your right to make decisions pertaining to your own healthcare, including whether to give, withhold, amend, or withdraw your consent to a procedure.

The **Decision Support Service** is a national service, established under the Assisted Decision Making (Capacity) Act 2015.

Several supports are now available to any patient who feels they need assistance to make decisions:

- Assisted Decision Making – you can appoint a trusted assistant to help you make decisions
- Co-Decision Making – you can appoint a trusted co-decision maker to jointly make decisions with you
- Decision Making Representation – the Courts can appoint of a person to make decisions on your behalf, having regard to your wishes.

If you feel you need assistance to make decisions about your healthcare, we encourage you to discuss this with your consultant so that the appropriate level of decision-making assistance can be arranged in your particular circumstances.

### **Discharge Planning - Home by 11am**

Your discharge date will be determined between you and your consultant who is responsible for your care during your stay. Your medical and nursing team will start discharge planning on the day you are admitted.

Please be prepared to leave before 11am on the day of your discharge including arranging your transport home. Once you are deemed fit, your insurance company will not cover additional night stays.

If you or a family member has any concerns about your discharge from hospital, this should be highlighted on admission or as soon as is known to the clinical nurse manager on your ward. The clinical nurse manager will make a referral to the discharge planner / social worker who will meet with you / link in with your family re services/supports that may be required on your discharge.

These may include community formal supports such as home care packages (HCP) or other supports that may be required to manage activities of daily living on your return home. If required, an application to the HSE for a HCP may be made and you will be discharged home when deemed medically fit pending HCP approval with family support and or private Homecare to cover in the interim. An Occupational Therapist is also available to review patients re any supports/aids required within the home.

### **Fire or other Emergency in the Hospital**

In the unlikely event of a fire or other emergency, you will be advised on the proper safety procedure, including the evacuation of your room, ward or the hospital.

Your attention is drawn to the Fire Notices and Emergency Exit signs displayed in each area and the hospital's No Smoking / No Vaping Policy. This includes no smoking or vaping anywhere within the hospital grounds.

The hospital is fully equipped with fire safety equipment and fire alarms. In the event of a fire alarm activation stay calm.



Fire exits are clearly marked and each ward has its own fire alarm. In the event of a fire, do not use the lifts. All staff are fully trained in fire procedures, and you will receive directions from senior staff on duty in the event of an emergency.

**Please Note:** The Fire Alarm is tested every Friday morning at 9 am and the fire alarm will ring for a short period.

### **Getting Up Dressed and Moving**

A hospital stay often means that you will spend a lot more time in bed than you might usually. Staying in bed for longer periods can affect your whole body as you are not using your muscles as you might normally. The effect of this can lead to deconditioning, increasing the likelihood of you falling, getting an infection, and a possible further decline in your overall health.

### **Getting Moving**

All patients and particularly those who are older are encouraged to get up, get dressed and to start moving normally before 11am each day of your hospital stay. It is important to always follow your care team's

advice about when it is safe to get up and to start moving. Following their advice and moving regularly will help you to get back home sooner and back to normality.

Please ask a relative/friend/carer to bring in some comfortable clothes and footwear for you if you do not already have them with you. Getting dressed in your own clothes means that you are more likely to walk around and feel more confident. If you normally use mobility aids such as walking sticks or a walking frame, be sure to bring these with you to the hospital. These will be labelled to avoid them getting lost or misplaced. If you wear prescription eye glasses and/or hearing aids, please also bring these with you. When the time is right, we encourage you to walk with your carer/relative, nurse/healthcare assistant or physiotherapist as part of your recovery.

### **Mail**

Incoming mail for patients is delivered to the hospital daily Monday to Friday and is delivered to your Ward. Outgoing mail is collected daily at 4pm from reception.

## **Newspapers and Magazines**

Newspapers and magazines are available from the restaurant and Café 51 on -1 at the main entrance to the hospital. A trolley also goes around to each ward in the morning where you can purchase newspapers, cold drinks, chocolate, crisps, toiletries etc.

## **Organ Donation**

The Hospital supports the National Organ Donation Programme and has organ donation cards available at reception.

## **Patient Feedback and Comments**

We value all your comments and feedback. Patient-centeredness is at the heart of the care we deliver at Bon Secours Hospital Dublin and understanding what is important to our patients is invaluable, enabling us to live out our promise of providing advanced medicine and exceptional care.

At the time of admission, you will be invited to participate in a survey which offers you the opportunity to tell us about your experience at Bon Secours Hospital Dublin. We have partnered with Cemplicity, an international company

that understands the unique requirements of the healthcare sector. Your response will provide us with information to help us to evaluate the standard of the service we provide. It also provides us with a valuable insight into where we should focus our quality and service improvements. We hope you will also tell us what we are doing well. If you decline the opportunity to participate in the survey but later change your mind, you can discuss this with one of our nursing team during your time in the hospital. You will receive the survey link via email or text message from our partners Cemplicity two weeks after your discharge from the hospital.

If you haven't supplied an email address but supplied your mobile phone number, you will receive a message with a link to access the survey.

Should you have a comment or concern regarding any aspect of the clinical or non-clinical care you receive at Bon Secours Hospital Dublin a formal complaints procedure exists. There are a number of ways to initiate a complaint.

1. Speak to a staff member. If that staff member is unable to resolve your complaint, they must inform their Department Manager / Clinical Nurse Manager who will aim to resolve the complaint at local level.
2. In writing or by email to [dublininfo@bonsecours.ie](mailto:dublininfo@bonsecours.ie) for the attention of the Quality & Risk Manager, Bon Secours Hospital Dublin, Glasnevin, Dublin 9.
3. Via the Cemplicity Patient Feedback Survey.

If you feel that your complaint is not satisfactorily resolved and you wish to make a formal complaint, you should send your complaint in writing to the Hospital CEO, Bon Secours Hospital Dublin, Glasnevin, Dublin D09 YN97 or by email to [dublininfo@bonsecours.ie](mailto:dublininfo@bonsecours.ie). You will receive an acknowledgement of your complaint within 5 working days and a written response within 30 working days. You will be notified of any delays.

### Patient Safety

You have a right to protection from harm during your hospital stay. In this regard policies, procedures and guidelines have been developed to standardise practices within the hospital, which include: protection of the patients from physical assault, care

of the aged patient and care of the mentally and physically compromised patients.

The Hospital environment is obviously quite different from your home environment. For your safety, we would like to point out some of these differences:

- There is a nurse call button beside your bed and in the bathroom which rings at the nurse's station. Please use your nurse call bell when you need any assistance.
- Remember that hospital beds are narrower and higher than beds at home, so be careful turning and getting in and out of bed.
- Most hospital furniture is on wheels, so do not lean on it unless you know it is secure.
- Your name and date of birth will be your unique identifier while in hospital. You are also issued with a unique identification number on admission and this number is yours during all future admissions. Our staff are expected to confirm your identity by asking you your name and date of birth before administering any medication or carrying out any procedure and before serving your meal. If at any stage you believe you have been mistaken for someone else, please inform your care team.



- Wear shoes or non-slip slippers when out of bed. Flip-flops are not allowed. There is a Prevention of Falls leaflet which will be available on admission.
- Inform the staff nurse if you want to leave your ward.
- Report any faulty equipment in your room to your staff nurse.
- In the event of a fire, follow the instructions of our staff and stay calm. Fire exits are clearly marked. Each ward has a fire alarm. Do not use the lifts in the event of a fire.

### Preventing Infection

The prevention of healthcare associated infection is a key patient safety issue. Our Infection Prevention and Control Team, led by our Consultant Clinical Microbiologists, run an extensive Infection Prevention and Control Programme which is based on best practice and the most recent national and international guidelines.

There are also certain things that you as a patient can do in order to further reduce the risk of infection and help our team stop the spread of infection:

- Hand hygiene is the most effective method of preventing the spread of infection. Please use the

hand hygiene facilities available in your ward and throughout the hospital.

- If you think someone has forgotten to wash their hands, please do not be afraid to remind them.
- If you have been told that you have any transmissible infections, for example, VRE or MRSA, please inform your consultant and / or for surgical patients at your pre-operative assessment consultation and ideally prior to your admission. You may have nose or skin swabs taken by your admitting nurse. These may be repeated during your stay.
- If you have vomiting or diarrhoea within 48 hours of your planned admission, please inform our admissions staff prior to your arrival.
- Please inform nursing / medical staff immediately if you are feeling unwell with vomiting or diarrhoea, flu like symptoms, rashes etc. at time of admission or throughout your stay.
- Please inform your nursing / medical staff if you were in contact with anyone with COVID-19 in the last 14 days up to your hospital admission.

- Please ask friends or family who have colds, stomach bugs or other infections not to visit you in hospital.
- Please ask your visitors not to use patient toilets and to use visitors toilets provided.
- Please ask that your visitors do not sit on your bed or other patient's beds.

### **Privacy and Patient Information**

The hospital is committed to respecting your privacy and we will do everything we can to ensure this is achieved. If you do not wish people to know that you are a patient in the hospital or if you would like to restrict your visitors or phone calls, please inform the reception staff or a staff member on your ward.

General limited information is available to your family from the Clinical Nurse Manager/Staff Nurse. Where possible, we would urge you to nominate a family spokesperson to relay information to other family members and friends. Detailed medical information is confidential and may be obtained only from your consultant.

We would remind patients to be mindful of other patients' right to privacy and would caution against taking photos or voice recordings

with fellow patients in the background and posting on social media sites. The use of phones etc. during procedures is not allowed as it is a distraction to care staff and impinges on their privacy.

Further information on how we protect your data and privacy is available at <https://www.bonsecours.ie/data-protection-and-privacy>

### **Security and Safe Keeping**

Patients are advised not to bring valuables, jewellery, large sums of money or items of sentimental value into the hospital. These items should either be returned to your home or immediately deposited in the hospital's safe for safekeeping. The hospital does not accept responsibility for items kept in patients' rooms. Unclaimed lost items found in the hospital will be discarded after three months.

### **Smoke, Tobacco and e-cigarette**

Bon Secours Hospital Dublin is a smoke, tobacco and e-cigarette free campus.



## Taxis

Taxis may be ordered by contacting the Hospital reception desk - dial 5501.

## Telephone

Each patient has a telephone located on their locker for incoming calls only. Reception can be contacted by dialling 5501. The use of mobile telephones is restricted within certain areas of the hospital building. These areas are clearly signed.

## Visiting Times and Visitors

The following are the visiting times throughout the hospital including the High Dependency Unit (HDU).

- 14.00 – 16.00 Monday to Friday
- 18:30 – 20:00 Monday to Friday
- 14:00 – 15:30 & 18:30 – 20:00 Saturday and Sunday

Visiting outside of these hours is strictly at the discretion of the nurse in charge of each ward. A maximum of two visitors per patient are allowed and children under the 16 are not allowed to visit. They may visit the restaurant and coffee shop area. Exceptions will apply in special circumstances

such as for relatives of those receiving oncology, palliative or end of life care. All patient visitors will be required to sanitise their hands on arrival to the hospital and regularly throughout their visit.

## Wifi / Internet Access

Please follow these Instructions to connect to the Hospital Guest WiFi:

## Smart phone / Tablet devices with Camera

1. Open your camera and scan the QR code below
2. When prompted, press 'Connect to Network' to automatically connect – no password is required

BonSecGuest





### Other wireless devices

1. Open your wireless network list on your device
2. Select “**BonSecGuest**”
3. When prompted, key in password  
“**Glasnevin1951**”.

**Please note:** If you have used this network previously with no password, you may need to “forget network” or remove from your saved network list before joining with the above password.

# Going Home





# Going Home

We want you to understand fully what has happened while under our care and what happens next. You may find it useful to think of your discharge from hospital in terms of the “5 D’s”.



## Diagnosis

Be clear about your diagnosis, test results and this will include a communication to your GP (in-patients will receive a copy of a discharge summary for their GP).



## Drugs

Know about what medications to take, any changes to dosing, any new drugs, how to take them and about possible side effects.



## Doctor

Follow-up: Know who to contact if you are worried about your condition.



## Directions

You have written information about what to do after leaving hospital.

You are aware of possible danger signals to look out for after leaving hospital.



## Diet

You are aware of any dietary restrictions or interactions with medications.

## Things To Do the Day Before You Go Home

- On the day before you leave the hospital consider the “5 D’s”.
- If you have a Home Care Package in place , do let your carers know your discharge date as soon as you know it , to ensure they are in place when you go home.
- Ask for help (if required) with transport arrangements.
- Make sure you understand what you can and cannot do when at home.
- Ensure you have suitable clothing and footwear to wear going home.
- Ensure you have access to any necessary aids/ equipment for your discharge and have been trained in the use of the equipment.
- Arrange to have access to your home, food available, and your heating is turned on if needed.

## Consider the following questions about your medications:

- What medications will I need to take home? Ensure you get a complete list of all medications at discharge, including any changes made while

you were in hospital. Take this list with you when you leave the hospital.

- Can I get written information about new medicines? Are there any food or drinks which I should avoid while taking these medications?
- Are there any other drugs (over the counter prescription or homeopathic) which I should avoid while taking these medications?
- What are the serious side-effects of the medication?

The following QR code is to the HPRA website ([hpра.ie](http://hpра.ie)) which will give you additional information about your prescribed medication.





## On the Day of Discharge – Home by 11am

Please be prepared to leave before 11am on the day of your discharge including arranging your transport home. Once you are deemed fit, your insurance company will not cover additional night stays.

On the day of your discharge, we will;

- Help you pack your belongings.
- Return any valuables from safe keeping.
- Provide a list of medications and explain to you what they are and how to take them.
- Provide you with a copy of your discharge summary (overnight patients only). A copy will be kept on file and a copy will be sent to your GP (or we may ask you to forward a copy to your GP).
- Discuss with you details of any future appointments or tests required. If appointments are made after your discharge, then the appointment details will be sent to your home address.
- Provide you with any equipment you require, such as raised toilet seat, walking aid, orthopaedic shoes, catheter equipment, glucometer, nebuliser etc.
- Provide you with urgent care advice should you run into any health concerns.

## Feeling Unwell After Discharge

When you leave hospital, it is important to know the signs and symptoms of the following:

### Sepsis

Sepsis is the body's reaction to an infection and requires urgent medical attention. Please seek medical advice if you develop any of the following symptoms:

- High temperature
- Feeling cold & shivery / hot & flushed
- Severe fatigue
- Aching muscles
- Sickness / Diarrhoea
- Loss of appetite
- Feeling confused / slurring of speech

## Blood Clots

A blood clot following hospitalisation can occur up to 90 days after you go home. There are 2 types of clots – DVT and PE requiring urgent medical attention.

1. Deep Vein Thrombosis (DVT) is a blood clot that forms in a deep vein, usually in the lower limb or pelvis. It may not cause any symptoms, or it may result in swelling, redness and tenderness in the lower extremity.
2. Pulmonary Embolism (PE) occurs when a clot becomes dislodged and enters into the lungs. Please seek medical advice if you develop any of the following symptoms:
  - Shortness of breath
  - Chest pain
  - Cough (which may be blood stained)
  - Collapse

## Other Symptoms

Other symptoms to watch out for which may signal a complication or unresolved clinical issue, include:

- Return of previous symptoms
- Unexplained pain
- Skin rash / allergic reaction
- Shoulder tip pain

## Emergency or Concern following Discharge

In the case of an emergency or concern regarding symptoms following your discharge, we advise you to:

- Contact the hospital on 01 806 5300 and speak to the nursing staff
- In an emergency you are advised to go to your nearest accident and emergency dept

## Patient Feedback and comments

If you have opted to participate in our survey which offers you the opportunity to tell us about your experience at Bon Secours Hospital Dublin, you will receive the survey link via email or text message from our partners Cemplexity two weeks after your discharge from the hospital. If you haven't supplied an email address but supplied your mobile phone number, you will receive a message with a link to access the survey.



## Useful Phone numbers

Bon Secours Hospital Dublin

Main Reception 01 806 5300

Credit Control 01 806 5305

Admissions Dept 01 806 5349

Pre-Assessment Clinic 01 806 5438

01 806 5436

Outpatient Bookings 01 808 2300

[www.bonsecours.ie/dublin](http://www.bonsecours.ie/dublin)

### Wards

Day Oncology 01 808 2307

Dressing Clinic 01 808 2355

Endoscopy 01 806 5490

High Dependency Unit (HDU) 01 806 5401

Sacred Heart 01 808 2360

St Brigids 01 806 5493

St Josephs 01 806 4141

St Mary's 01 806 4241

Surgical / Day Ward 01 806 5334

## Health Insurance Companies

Vhi	1850 444 444	<a href="http://www.vhi.ie">www.vhi.ie</a>
Laya Healthcare	021 202 2000	<a href="http://www.layahealthcare.ie">www.layahealthcare.ie</a>
Irish Life	1850 718 718	<a href="http://www.irishlife.ie">www.irishlife.ie</a>
Garda Medical Aid	01 899 1604	<a href="http://www.medicalaid.ie">www.medicalaid.ie</a>
Prison Officers Medical Aid	01 830 8963	<a href="http://www.pomas.ie">www.pomas.ie</a>

## Department of Social Protection

Carers Allowance	1890 92 77 70
Disability Benefit	1890 92 77 70
<a href="http://www.gov.ie">www.gov.ie</a>	

## HSE Community Care & Home Help

HSE helpline	1850 24 1850
<a href="http://www.hse.ie">www.hse.ie</a>	

## Revenue

Revenue	01 738 3636
<a href="http://www.revenue.ie">www.revenue.ie</a>	



## Notes



BON SECOURS HOSPITAL DUBLIN  
Advanced Medicine Exceptional Care